

## Shivani Rajaram Shelke

### Technical Consultant

#### Professional Summary

- Two years & seven months of experience as Software Developer in C#.NET based applications, software design, analysis, development, testing and implementation using Pega Robotics.
- Hands-on experience in application development tools - Pega Plugin in Visual Studio 2010 & Visual Studio 2012.
- Extensive experience in automating web and green screen applications using Pega Robotics.
- Experienced in automation development of web applications using C#.Net.
- Have experience in manual testing practices including writing test cases, performing development, system level testing and generating test reports.
- Expertise in documentation- Preparing User Manuals, Solution Design documents & Issue reports.
- Good knowledge in development of Mainframe applications & PCOM applications using COBOL and JCL respectively.
- Keen interest and good knowledge of Java programming language.
- Ability to learn and develop using new technologies swiftly.
- Teaching experience in Java Language in local institute for college-level students.
- Excellent communication and interpersonal skills.
- Strong analytical problem solving skills.
- Ability to work independently and within a team as well.

#### Technical Skills

Packages/Tools	OpenSpan, Mainframe Pcomm, MS-Office-2013, Microsoft Visual Studio, Net Beans , Eclipse, JEERA, RTC
RPA Tools	Open Span , Blue Prism
Languages	Java ,C# .NET , C , C++ , COBOL(Mainframe)
Database software	SQL Server
Operating Systems	Windows , Linux and Ubuntu

#### Educational Qualification

Course	College/School	Board/University	Percentage
MCA	Modern College	Pune University	78.05 (till 5 <sup>th</sup> sem)
Bachelor in Computer Science	Fergusson College	Pune University	81.00
12th	Nowrosjee Wadia College	St. Joseph's Convent School	70.83
10th	St. Joseph's Convent School	S.S.S, Maharashtra State Board	88.00

## **Professional Experience**

Currently working with HSBC Technology as OpenSpan and C# Software developer from July 2015 till date.

### **Client: HSBC Sri Lanka Colombo**

#### **Project 1: DDU – Colombo, Sri Lanka Duration: August 2017 – November 2017**

This solution was developed for handling the direct durability debits of operations team situated in Sri Lanka for supporting UK. Different types of accounts were managed in batch processing of a web application.

##### **Responsibilities:**

- Information gathering and POC.
- Development using Visual Studio 2012.
- DIT and SIT testing.

### **Client: HSBC India**

#### **Project 2: GST - India Duration: May 2017 – July 2017**

The GST One Nation One Tax project introduced in India from July 2017. It was automated for generating monthly invoices of transactions made by the HSBC customers.

##### **Responsibilities:**

- Information gathering and POC.
- Development using Visual Studio 2012.
- DIT and SIT testing

### **Client: HSBC UK Sheffield**

#### **Project 3: UK Contact Centre Duration: February 2017 – July 2017**

This system was used in the HSBC UK call centre containing different green screen and web applications. Automation was built right from credential population upto passing required data in embedded applications. It contains four applications, embedded in the Pega Window Management solution & passing data and simulating fields via automation.

##### **Responsibilities:**

- Involved in requirement gathering & creation of User Manual for this project solution.
- Performed interrogation and development/automation of applications (web and green screen) in Pega Studio.
- DIT and SIT testing at module level.
- Software maintenance of the solution.

**Client: HSBC UK Sheffield**

**Project 4: First Direct –UK Leeds Voice Biometrics OpenSpan Solution**

**Duration: May 2016 – January 2017**

The system is mainly responsible for the first direct bank taken over by HSBC and aimed to automate the customer voice verification banking process that involves web and green screen applications. It contains upto five applications embedded in the Pega Window Management solution & passing data and simulating fields via automation.

**Responsibilities:**

- Involved in requirement gathering & creation of User Manual for this project solution.
- Performed interrogation and development/automation of applications (web and green screen) in Pega Studio.
- DIT and SIT testing at module level.
- Software maintenance of the solution.

**Client: HSBC India**

**Project 5: Screen Capture Tool - Global**

**Duration: September 2015 – March 2016**

This project was a desktop-based user-friendly application that aimed to capture active screens and paste them in the word application automatically. It helped in saving time wherein bank customer service representatives had to continuously toggle between screens of various applications to take a screen shot and store them back in the word application. This project was appreciated to a level that it went globally across HSBC operations.

**Responsibilities:**

- Involved in the requirement gathering.
- Developed the application using WPF of C# programming language.
- DIT and SIT level testing.